

1. Who is CSC?

CSC is the entity that has assumed the Medicaid provider enrollment, verification, and credentialing (EVC) activities previously performed by DMA Provider Services.

2. What is the EVC Call Center?

The EVC Call Center is CSC's dedicated Medicaid provider enrollment, verification, and credentialing center for providers to inquire on the status of their Medicaid applications or change requests. The Call Center staff also assists providers with questions regarding completion of enrollment and change forms. The EVC Call Center hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday, except for State approved holidays.

3. How can I contact the EVC Center?

Beginning April 20, 2009, you may contact the EVC Call Center as follows:

EVC Call Center Toll Free Number	866-844-1113
EVC Call Center Fax	866-844-1382
EVC Call Center E-Mail Address	NCMedicaid@csc.com
CSC Mailing Address	NC Medicaid Provider Enrollment CSC PO Box 300020 Raleigh NC 27622-8020
CSC Site Address	NC Medicaid Provider Enrollment CSC 2610 Wycliff Road Suite 102 Raleigh NC 27607-3073
CSC Website Address	http://www.nctracks.nc.gov

4. Where can I find more information about the new enrollment/credentialing processes?

You can obtain information from the DMA website (<http://www.ncdhhs.gov/dma/provider/mmis.htm>) as well as the CSC website (<http://www.nctracks.nc.gov>).

5. Where can I access applications for new enrollments?

Providers can continue to access applications from a link on DMA's website at <http://www.ncddhs.gov/dma/provenroll/> or directly from CSC's website at <http://www.nctracks.nc.gov>.

6. Will the enrollment process change since there is a new vendor?

No. At this time the enrollment process will remain paper-based.

- 7. Can I complete my application online?**
A web-based application will be available to providers in late summer of 2009. As this date approaches, there will be more information available.
- 8. How long does it take to process a provider enrollment package?**
Once a completed enrollment package is received in the EVC Call Center, it should take approximately 2 to 3 weeks to process.
- 9. How will I know that my application has been received?**
The receipt of your application will be acknowledged by e-mail or in writing.
- 10. How can I check the status of my enrollment package?**
Beginning April 20, 2009, you may contact the EVC Call Center at 866-844-1113 to check the status of your enrollment package.
- 11. How will incomplete applications be processed?**
Whenever possible, CSC will communicate via e-mail if missing or additional information is needed from providers.
- 12. How will I be notified once I am enrolled?**
Once you have been approved for participation in the N.C. Medicaid Program, you will receive a Welcome Letter from EDS.
- 13. What happens to an enrollment application that is submitted to DMA before April 20, 2009?**
All enrollment packages that are not processed by DMA prior to April 20, 2009, will be screened for completion by DMA staff. If all information is complete the application will be forwarded to the EVC Call Center for completion. If an application is incomplete it will be returned to the provider to complete and send to CSC.
- 14. What happens to an enrollment application that is submitted to DMA after April 20, 2009?**
All enrollment packages that are received by DMA after April 20, 2009, will be forwarded to the EVC Call Center for completion.
- 15. Will existing Medicaid providers be required to re-enroll?**
No. However, CSC will verify information in the Medicaid provider file and will credential providers who have not been not credentialed in the last 14 months.
- 16. As a currently enrolled provider will I be required to complete a new or additional enrollment application?**
No. However, each provider must verify information in the Medicaid provider file and furnish additional information on ownership and criminal background as required by Federal and State regulations. CSC will notify each provider prior to initiating the verification and credentialing process and will request providers to complete and return the forms within 30 days.

17. Will DMA allow providers that are credentialed by other agencies to be grandfathered and avoid credentialing by CSC?

No. DMA has determined that other credentialing agencies do not collect all required information needed to satisfy all federal and state requirements for Medicaid enrollment. Since CSC will source verify the credentials of providers, providers will not be required to submit copies of licenses, certifications, accreditations or endorsements.

18. Will my Medicaid claims payments be impacted when CSC begins processing applications on April 20, 2009, or when CSC begins verifying information for currently enrolled Medicaid providers?

No. There will be no impact to claims submitted to EDS for processing and payment will not be impacted. EDS will continue to process all Medicaid claims until August 2011.